

# Virtual Gateway EIM/ESM: Fiscal Year 2021 Important End of Year Dates and Tips for Providers



Volume 9 Issue 1  
May 05, 2021

In order to help ensure a smooth transition through the year end for FY2021, please read on for key dates and tips in closing out this fiscal year. (\*DPH Providers: Refer to Page 3 for Provider Support Information)

## Final Date to Release and Authorize Positive FY21

- Please be aware that your funding Agency or Program may require earlier deadlines.
- This Date will allow sufficient time for your invoice or Service Delivery Report (SDR) to move through the EIM approval process to result in your receipt of payment.
- Remember that provider organizations are required to continue to report expenses and services for the entire time period of their contracts, even if the contract funds have been exhausted.
- **Reminder:** Billing cannot be authorized using some versions of Mozilla Firefox. If you have an issue with Firefox then please use Internet Explorer instead.



## Important Reminders ...




### Contract Amendments

- Remember to stay in communication with your agency contract manager regarding amendment requests.
- Please contact your agency contract manager to find out the last day that line item budget or unit allocation amendment requests can be made for your FY2021 contract.

### \*\*\*\* Important EIM/ESM Application Update \*\*\*\*

Any user with no activity in the EIM/ESM application for 3 years or more from the date of last login will be deactivated.

## Mark Your Calendar ...

 Key Provider EIM/ESM Dates for FY2021 End of Year	All Providers
FY2021 Close	06/30/2021
FY2022 Open	07/01/2021
Final date for providers to release and authorize negative billing	07/12/2021
The submission deadline for credit only files or manual voids in EIM	07/12/2021
Final date for FY21 Line Item Budget Amendment Requests	07/30/2021
Last day for providers to submit HIPAA Claims (uploaded by 7:30 AM)	08/14/2021
Final date for providers to release and authorize positive billing	08/15/2021

## EIM/ESM Provider

### Using the Wild Card (%) when Searching in EIM/ESM

- Do not enter the wild card '%' as the only criteria in any search screen.
- If you enter only '%' in a Search screen, your request will take longer and may not be successful due to the volume of data required to be retrieved.

### EIM/ESM Hours of Operation Daily: 7:00 AM – 1:00 AM

### VG EIM/ESM Business Operations:

If you have remaining questions, you may contact EIM/ESM Business Operations via Email:

**EHS-DL-EIM-ESMBusinessOperations@massmail.state.ma.us**

When contacting EIM Business Operations with a billing or funding question (s), please provide the following information:

- Your Name
- User ID(s)
- Phone Number
- Provider Organization Name
- Complete Contract Number(s)
- Brief description of the issue

### For Billing Issues:

- Contract Type (AR,CR or UR)
- Month & Year of the billing

### For SDR Issues:

- Service Code
- Attendance Status Code

### For Client Issues:

**Please do not include Client Names**

- Client ID(s)
- HUBLIVE Number (if client missing from DDS SDR)

### VG Customer Service

1-800-421-0938  
TTY: (617) 847-6578  
Mon– Fri 8:30 am – 5:00 pm

## EIM/ESM Application Update

The following changes in the EIM/ESM application will come into effect from June 22, 2021.

- ✓ EIM/ESM is upgrading its HIPAA X-12 to XML file translator. The changes will go into effect on 07/30/2021. The EIM/ESM has updated its Companion guide accordingly and can be found [here](#).
- ✓ The issue on Record service delivery screen, where user is unable to see list of clients when using the copy characteristic option is now fixed.
- ✓ On the SDR screen a 'Next' button has been added at the top of the page which functions like the 'Next' button currently available at the bottom of the page. This button is added based on provider feedback to make navigation easier when there are large SDR's with several pages.
- ✓ The text box size for the Agency Enrollment ID field on Update Enrollment page has been increased to accept 20 characters.

## Reconciliation ... Please Begin Your Year-End Reconciliation Process NOW!

- ✓ Consider running the Cost Reimbursement Expenditure Analysis Report to evaluate year-to-date-billing on your Cost Reimbursement contracts.
- ✓ The Payment Tracking Report references your internal tracking number (if entered at billing,) and will give you an overview of year to date payments. The report functions for Unit Rate/SDR and Cost Reimbursement contracts.
- ✓ The Payment Detail by Client Report provides details on payments by client, day and service code along with any corresponding adjustments for Unit Rate/SDR and HIPAA billing.
- ✓ Be mindful, Manual Payments/Adjustments may not be reflected in EIM/ESM for balance reconciliation.

## Corrections

- ✓ Submit supplemental negative billing for previous months prior to regular positive billing for a new month. Your negative billing needs to be satisfied with subsequent positive billing to spend down your contract properly. If you have multiple months of corrections to make, consult with your agency contract manager prior to submitting the supplemental invoices to ensure smooth processing. The deadline to release and authorize negative billing is July 12, 2021.
- ✓ For contracts using the Unit Rate SDR, you must void all services before re-billing – even if the initial

## HIPAA Billing

- ✓ Providers are strongly encouraged to reconcile payables now. HIPAA Claim Status and Payment Detail by Client reports are helpful tools.
- ✓ FY2021 837 batches must be uploaded by 7:30 AM on Saturday August 14, 2021.

## Reminder: DDS/DMH Client Enrollments

Providers are reminded to contact your agency contract manager as soon as possible if:

- ✓ You are seeing duplicate enrollments on your SDR. Your agency contract manager will be able to confirm which enrollment you should use for billing.
- ✓ A client is not appearing on your SDR. It is possible that the client is not:
  1. Entered into Meditech
  2. Enrolled to the correct contract in Meditech
- ✓ The agency can make these corrections.
- ✓ A client is still appearing on your SDR after s/he no longer receives services. It is possible the client was not yet end dated in Meditech. Your agency can correct the client record.

## Virtual Gateway EIM/ESM: Fiscal Year 2021 Important End of Year Dates and Tips for Providers

### EIM/ESM Provider Resource Center

This provider tool contains :

- ✓ An overview
- ✓ How to access EIM/ESM
- ✓ Announcements
- ✓ Newsletters
- ✓ FAQs
- ✓ HIPAA—Version 5010 Transactions in EIM/ESM
- ✓ Training and User Materials that have been specifically designed for provider users

For more information, visit:  
<https://www.mass.gov/enterprise-invoiceservice-management-eim-esm>

Provider Job Aids are located at <https://www.mass.gov/service-details/eimesm-training-and-user-materials> under the Training and User Materials section. This section can also be accessed quickly by selecting the "Help" tab when you are logged into EIM/ESM.



### Department of Public Health (DPH) Provider Support\*

Email:  
DPH-DL-EE-  
MO@MassMail.State.MA.US

\* DPH Providers should follow key date instructions as directed by the DPH EIM/ESM Management Office.



### EIM/ESM Report Requests

When running reports in EIM/ESM, be sure to enter very specific parameters. The more criteria you enter the more efficiently your data will be retrieved. For a job aid on running reports, visit <http://www.mass.gov/eohhs/docs/vg/eim-esm/training-reports-job-aid.pdf>.

#### Tips When Using Reports:

- Consider scheduling reports ahead of time or having the results e-mailed to you. The EIM/ESM system allows users to schedule reports to be run Daily and Weekly by the Day of the Week or by Date of Month. You can use the 'Run Report and Send Email feature' as well that allows users to begin the processing of a report and send the report as an email attachment. Note: Reports containing client data cannot be emailed.
- While using the Search Reports page to find your completed reports, make sure the "Report Generated Date From" date is on or before the date when you ran the report.
- DO NOT run a report for your entire organization. Always select as many criteria as possible when running a report. The narrower your parameters, the more successful your results will be!
- Report data are generally a day behind. If you need a report with today's information, please run it tomorrow.

### Tips on Searching for PRCs/CECs

#### Tips on FY21 Contracts:

- It is ideal to contact the contract manager in the below scenarios:
  - When you try to enroll a client in ESM and the contract does not appear automatically.
  - When the Service code (or) Attendance codes are missing in the Service Delivery Report.
  - When you come across any kind of account, contract, funding (line item budgets, Max obligations) discrepancies.

For a new contract, it is a good idea to confirm with the Agency contract manager if a Personal Summary Report, Cost Reimbursement Service Delivery Report (SDR), Accommodation Rate Service Delivery Report (SDR) is mandatory for a particular contract or activity.

#### Tips on Searching for PRCs/CECs:

You can view PRC/CEC details, such as the status and amount, from the PRC/CEC Search screen. We have found the most providers find it useful to search by:

- Invoice/SDR Reference Number if one was entered when you create an invoice or SDR.
- Contract number
- Service From and Service To dates.

If you cannot find a PRC/CEC searching with "PRC/CEC Status", try removing the status and search only by Contract Number and Fiscal Year.

As a reminder REJECTED status is to be expected if your contract funds are completely exhausted. There is only cause for concern/action if you see this status and have funds remaining. If you encounter this situation, please contact your agency contract manager for explanation.

#### Tips on User access

- New ID's or additional roles added to existing IDs are usually added within 1-3 business days upon completion of the required classes. (Courses started but not completed are not counted). If the requester has not received either a new account e-mail or a n account modification e-mail within that time frame, please check the spam and junk folders prior to contacting EIM Deployment.
- User requiring assistance with Virtual Gateway \EIM or Pace Training access issues\questions should contact Virtual Gateway Customer Service 800-421-0938.

#### Using the Wild Card (%) when Searching in EIM/ESM

- The wild card '%' can be used as criterion in any search screen. Example: %Baystate%.
- If you enter only '%' in a Search screen, your request will take longer and may not be successful due to volume of data required to be retrieved.

#### Note for Access Administrators

Ensure that billing staff have: (Includes contingent billing staff.

- Completed the correct training.
- Necessary access

Consider providing EIM/ESM access for a backup user in case of absences or vacations.

Always download the recent most EIM/ESM URF from [here](#).